

# **GLASGOW ASSOCIATION FOR MENTAL HEALTH**

## **Job Description**

**POST:**                      **Distress Response Co-ordinators**  
**Alternative Distress Response Service (GAMH)**

**ACCOUNTABLE TO:**    **CDRS Service Manager**

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### **BACKGROUND:**

Glasgow Association for Mental Health is a growing and dynamic organization and one of the principle providers of community mental health services in Greater Glasgow. In addition to our day time services we have been commissioned by Glasgow City Health and Social Care Partnership to deliver an 'Out of Hours' **Compassionate Distress Response Service**. This work has been developed as part of the NHSGGC Multiagency Distress Collaborative with the aim of providing a more appropriate response to people in distress who do not require a medical or specialist psychiatric assessment. The service will be available to adults 16+, who at the time of their distress are currently within the geographical area of Glasgow City HSCP.

The service will operate on a referral basis only from statutory services i.e. Mental Health Assessment Units, Police Scotland, British Transport Police, Scottish Ambulance Service, GP Out of Hours, NHS 24, NHS GG&C Emergency Departments within the Queen Elizabeth University Hospital and Glasgow Royal Infirmary, emergency Social Work, Urgent Care Resource Hub.

It is hoped that the Compassionate Distress Response Service will contribute to the reduction of inappropriate and repeat presentation to; emergency OOHs, ambulance, police and statutory mental health services for non-medical related crisis.

The services will be operate from our GAMH Head Office at St Andrews by the Green, operating 7 days per week, from 4.45pm – 2.15 am and will provide: i) telephone contact, ii) face to face contact at GAMH Head Office and, iii) outreach function.

### **PURPOSE AND ROLE:**

#### **Interface with First Responders and Emergency Services**

You will work alongside the team to ensure clear and transparent information is provided to First Responders/Emergency Services to enable only appropriate referrals are admitted into the service. Therefore you will ensure a seamless transition into the Compassionate Distress Response Service. You will manage referrals into CDRS, following initial triage conversations and risk assessment.

### **Specific Responsibilities**

You will provide person centred; telephone support, face to face support (within GAMH premises) and outreach support where appropriate. You will ensure all risk assessments, crisis intervention, support plans, adult protection procedures are in place. You will ensure exit plans are completed appropriately ensuring your own, your team members and service users safety whilst using and leaving the service.

You will help individuals make informed choices, signposting and providing advice on how they can make best use of local resources, increasing access to support networks and community programmes to support their social, emotional and physical wellbeing. All onwards support referrals require service user consent.

You will ensure follow-up communication has taken place to check on service user's welfare and service linkage.

### **Outreach Visits**

In some situations you may have to travel within the service area and support the travel and transportation of individuals in accordance with their support needs.

### **Workload Management & Planning**

You will be able to respond efficiently and professionally to referrals made by multi-disciplinary teams/ emergency services.

You will help to resolve challenging situations promptly and raise issues appropriately using the correct processes and procedures.

You will keep up to date with any correspondence from management and adapt practice in line with any changes.

You will be responsible for updating day time staff and any other relevant handover/follow up.

### **Information Gathering, Monitoring and Evaluation**

You will be responsible for accurate record keeping, administrative and information/data processing tasks and ensure that they are processed to the required standards at all times, contributing to service monitoring, evaluation and quality assurance requirements.

You will help prepare reports for and participate in service user/stakeholders reviews as and when required.

## **Training, Supervision and Support**

You will participate in training, induction and Preparation for Practice as necessary to carry out the functions of the post.

You will support your team on a day to day basis providing guidance, instruction and direction, informal and formal support, feedback and supervision.

You will carry out scheduled team meetings to ensure that effective communication is embedded within the services and allows the flow of information within the service and with relevant others. You will use Learning Sets to reinforce key issues and facilitate shared learning within and across services.

## **Policies, Procedures, Contractual Agreement**

You will ensure practice is within our contractual obligations and meets appropriate codes of professional conduct.

You will have sound knowledge of relevant policies and procedures how they impact on service users, ensuring all safeguarding, Health and Safety and risk concerns are appropriately reported and recorded.

All employees are required to observe the strictest confidence with regard to service user's information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees must adhere to GDPR, which provides guidance on the use and disclosure of information.

You will have a strong commitment to good practice and utilise resources appropriately.

## **Safe Guarding**

To contribute to the development of systems to manage risk to self, others and team members.

To develop with the team working practices which ensure participation of all team members and encourage effective and safe practice.

To promote the protection of individuals using the service and carers, including ensuring that you and the team members can access and understand information about the legal and organisational requirements for the protection of adults and children.

Maintain and monitor compliance with legislative, regulatory, registration and Inspection requirements that support the safeguarding of individuals from harm or abuse

### **Health and Safety**

Maintain and monitor compliance with health and safety and security requirements

To ensure that others are aware of the legal and work settings policies, procedures and practices required for health, safety and security relating to their work.

### **(GDPR)General Data Protection Regulations**

GAMH complies with all aspects of data protection and takes seriously its duties, and the duties of its employees, under the General Data Protection Regulation 2016.

The GDPR (2016) applies to personal information that is "processed". This includes obtaining personal information, retaining and using it, allowing it to be accessed, disclosing it and, finally, disposing of it.

The Coordinator will be expected to adhere to the organisations Data Protection and Data Management Policy.

Will ensure that records and reports are stored and shared within confidentiality agreements and according to legal, work setting and other agency agreements and requirements

Will ensure that records and reports are accurate, concise, objective, understandable and legible.

### **Working Hours**

To work a shift rota as agreed with Service Manager and service needs.

### **Other Duties**

You will carry out other duties and responsibilities consistent with the post as directed by the Service Manager.

You will take responsibility for your own continuous personal development (CPD) and practice by attending appropriate and relevant training as authorised by your line manager.